

COLLECTION SERVICE BOARD

PROPOSED POLICY # __ – DIRECTOR’S DISCRETION IN OPENING COMPLAINTS

In cases where a complaint references allegations against the creditor but contains no allegations of wrongdoing by the respondent, the Director, in his or her discretion, is not required to open the file as a complaint, and may instead send a letter to the complainant stating that the Collection Service Board cannot address the issues presented against the creditor and has found no allegations of wrongdoing against the respondent.

Adopted_____.